

**STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS
OFFICE OF BEHAVIORAL HEALTH**

Request for Information (RFI)

For

Cultural and Linguistic Competency Professional Services

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Purpose of this Request for Information (RFI)

This Request for Information (RFI) will help inform the State of Louisiana in its planning for the integration of a cultural and linguistic competency framework within the managerial and programmatic structure of the Department of Health and Hospitals Office of Behavioral Health (OBH). OBH is seeking a qualified individual or organization to provide assessment, technical assistance, training, and consultation for the development and implementation of a cultural and linguistic competency program. The intent of the RFI is to determine the interest and capabilities of an entity to provide the services outlined in this RFI.

Introduction and Background

OBH's mission is to lead the effort to build and provide a comprehensive, integrated, person-centered system of prevention and treatment services that promote recovery and resilience for all citizens of Louisiana. OBH assures public behavioral health services are accessible, impactful, culturally and clinically competent and are delivered in partnership with all stakeholders.

OBH has redefined its operations from one of service provision to oversight, monitoring, and technical assistance of the services and supports necessary to improve the quality of life for citizens with mental illness and addictive disorders. The agency currently oversees the statewide management contract for most behavioral health services, including both acute hospitals and community-based treatment programs and delivers direct care to patients needing long-term care. Services are provided for Medicaid and non-Medicaid eligible populations.

The agency is divided into four divisions: Adult Operations, Child and Family, Health Plan Management, and Administration and Finance. Within these divisions, the staff performs multiple cross-sectional duties related to different OBH functions. Often, a program or grant will involve both children and adults or require the monitoring expertise of Health Plan Management or the auditing/financing skill of Administration and Finance. Some specific examples of programs/grants that require blended functionality across divisions include: OBH behavioral health operated programs monitoring, especially with regards to the Interdepartmental Monitoring Team; block grant activities including financing and monitoring; State Appointing Authority duties in connection with the federal government; and consumer response and advocacy for both children and adults.

On December 1, 2015, specialized behavioral health services previously provided through the statewide behavioral health managed care contract will be integrated into the benefits coordinated by the state's Bayou Health plans for more than 920,000 Medicaid recipients. OBH will work with the five managed care organizations contracted to provide care to Louisiana's Medicaid recipients, as well as providers, recipients and stakeholders throughout the transition to integrated care. OBH will also contract with an entity to implement a system of service management for the non-Medicaid population in need of behavioral health services in outpatient, residential, and acute care facilities for both mental health and substance use disorders.

Statement of Need

DHH-OBH recognizes that cultural and linguistic competence is a goal to which it must strive, but that it is a developmental process, both individually and organizationally. The DHH-OBH cultural and linguistic competency priorities are to:

1. Promote an inclusive and respectful organizational culture that recognizes and values diversity.
2. Foster cultural and linguistic competency of agency staff.
3. Embed cultural and linguistic competency in policy development, contract and grant oversight, monitoring, and evaluation.
4. Develop organizational cultural and linguistic competency capacity and long-term sustainability.
5. Build management practices and policies that contribute to agency cultural and linguistic competence.
6. Support and promote cultural and linguistic competency initiatives throughout the agency and with partner organizations.

Invitation to Respond

All responses must be received by the due date and time. If your organization is interested in providing information on your ability to perform the requested services described in the scope, below, please submit a printed as well as electronic (PDF) format copy of your response by 4:30pm CST on March 20, 2015 to the RFI Coordinator:

Courier Mail, US Mail or hand delivered:

DHH/Office of Behavioral Health
Attn: Lauri Hatlelid
628 North 4th Street, Floor 4
Baton Rouge, Louisiana 70802

Electronic PDF Format Copy: Lauri.Hatlelid@la.gov

This RFI is available in PDF format at the following online links:
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46>

Scope

A brief description of the desired functions of the respondent is listed below. Respondents to this RFI will help the State shape the final list of functions for the contract. It is anticipated that the first phase of the project will be organizational analysis and needs assessment, and that the

results will shape future work. Respondents should consider all facets of a complete cultural and linguistic competency program in the submission for this RFI.

- The contractor will gain first-hand understanding of the DHH-OBH organization culture, its mission, values, structure, programs, and services.
- The contractor will conduct an organizational needs assessment and analysis that identifies cultural and linguistic competency strengths, gaps, and opportunities; and will provide a written report of findings.
- The contractor will develop and undertake a plan of work based on organizational analysis and assessment, which may include professional development and training, policy and procedures review, sustainability planning, and development of performance measures and evaluation.

RFI Response

A respondent interested in responding to this RFI must submit a capability statement of no more than 20 pages (in 12 pt. font with 1 inch margins) that details the ability to meet the statement of need. The following information is required in the response:

- Date of submission
- Name of organization
- Mailing address
- Contact information
- Printed name and title of authorized representative
- Signature of authorized representative
- Biographical information of principals involved in the organization
- References who can attest to the proposer's professional qualifications, as well as the quality of services the proposer has provided

For your convenience, a sample cover page has been appended to the final section of this RFI document. Although this cover page is not required, its use is recommended to ensure uniformity of response and submission of all required information noted above.

Outline

1. Respondents should demonstrate expertise in the cultural and linguistic competency subject area, including the values and principles on which they are based, as well as familiarity with the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care.
2. Respondents should discuss how cultural and linguistic competency may be integrated into an organization that is not predicated on service delivery and provide examples of previous work in this area.

3. Respondents should demonstrate knowledge and at least three years of prior experience in the development of organizational cultural and linguistic competency programs, providing examples of specific clients with whom similar initiatives have been undertaken, contact information, and assessments of performance.
4. Respondents should demonstrate experience in conducting organizational assessments, engaging stakeholders in outcomes, designing and delivering training, technical assistance, and assisting in the design and implementation of a sustainable cultural and linguistic competency program.
5. Respondents should describe the types of training and other professional services that may be recommended as a result of the organizational analysis and needs assessment, including sample diagnostic tools and training descriptions.
6. Respondents should provide biographical information of principals involved in the organization.
7. Respondents should provide a reasonable timeframe to complete all professional services, included future work based on the results of the organizational analysis and needs assessment.
8. Respondents should provide a sample budget which includes a breakdown of projected costs.
9. Additional materials may be included as attachments and must be clearly labeled as such. These may include annual reports, marketing materials, case studies, research papers, etc.

Preparation Cost

The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFI.

Ownership of Response

All responses become the property of the Department of Health and Hospitals (DHH) and will not be returned to the proposer. The Department retains the right to use any and all ideas or adaptations of ideas contained in any response received to this solicitation. Selection or rejection of the offer will not affect this right. If a contract is awarded, all responses will become subject to the Louisiana Public Records Act.

Confidentiality

The designation of certain information as trade secrets and/or privileged, confidential, or proprietary information shall only apply to the technical portions of your response to this Request for Information. *Any response to this request marked as copyrighted or marked as*

privileged, confidential, or proprietary in its entirety is subject to rejection without further consideration or recourse based on the professional opinions of DHH legal staff.

Respondents should bear in mind that while trade secrets and other proprietary information submitted in conjunction with this RFI may not be subject to public disclosure, ***the submitting party must claim protections at the time of submission.*** The following guidelines provide accurate instructions to mark adequately certain information as privileged, confidential, or proprietary.

- The respondent must clearly designate the part of the response that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The respondent shall mark the cover sheet of the response with the following legend, specifying the section(s) of the response sought to be restricted in accordance with the conditions of the legend:
“The data contained in pages _____ of this response have been submitted in confidence and contain trade secrets and/or privileged or confidential information, and such data shall only be disclosed for evaluation purposes. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the proposer, without restrictions.”
- Further, to protect such data, respondents should identify and mark each page containing such data as “CONFIDENTIAL.” A watermark or footnote delineating each page containing such data as “confidential” will satisfy this requirement.

Respondents must be prepared to defend the reasons why material should be held as confidential. If another respondent or entity seeks to review copies of a respondent’s confidential data, DHH will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must take legal action as necessary to restrain DHH from releasing information DHH believes to be public record.

If the response contains confidential information, the respondent should submit a redacted copy of the response. Without the submission of a redacted copy, DHH may consider the entire response to be public record. When submitting the redacted copy, it should be clearly marked on the cover as a “REDACTED COPY.” The redacted copy should also state which sections or information have been removed.”

Name of Organization

Response to
Office of Behavioral Health
Request For Information

For

Cultural and Linguistic Competency Professional Services

Submitted on:

Month 00, 2015

REDACTED COPY

The data contained in pages _____ of this response have been submitted in confidence and contain trade secrets and/or privileged or confidential information, and such data shall only be disclosed for evaluation purposes. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the proposer, without restrictions.

Name of Organization
00000 Mailing Address
City, ST 00000-0000
Phone: (xxx) xxx-xxxx
Fax: (xxx) xxx-xxxx
Email: main@provider-email.com

Name of Authorized Representative, Title

Respondents are encouraged to use this page as a template for their response cover.